

JANUARY 2004

Insight

For
benefits
administrators

Be nice to your pharmacist^①

The Employee Insurance Program staff learned recently of situations in which State Health Plan (SHP) subscribers have confronted their community pharmacists regarding the 2004 Prescription Drug Program changes. **Your pharmacist did not make these changes.** Your pharmacist is simply filling your prescriptions according to the new Program guidelines. Please, do not blame these valuable professionals!



The Employee Insurance Program (EIP) made these changes (and other changes to the SHP) in order to reduce the amount of increase in employee premiums for 2004. All options were considered, researched and discussed carefully and thoroughly. The options chosen were consistent with program changes made by other health plans around the country. Increasing costs and utilization of prescription drugs necessitated these changes.

In December 2003, a letter was sent directly to all State Health Plan (SHP) subscribers, announcing the changes to the Prescription Drug Program for 2004. These changes were also outlined in *The Insurance Advantage*, distributed to all subscribers last fall.

Additional information regarding your Prescription Drug Program is available in your *Insurance Benefits Guide*, or you may contact EIP at 803-734-2516 (toll-free at 888-260-9430) or Medco Health, administrator for the Program, at 800-711-3450.

Dental insurance reminders

Submit all claims to BlueCross BlueShield

As of January 1, 2004, **all dental claims should be submitted to BlueCross BlueShield of South Carolina (BCBSSC)**, the new administrator for the State Dental Plan and Dental Plus. Claims incurred in 2004 as well as remaining claims for 2003 should be submitted to BCBSSC.

Claims information for 2003 is available through My Insurance Manager on BCBSSC's Web site. Go to the Employee Insurance Program's Web site at www.eip.sc.gov, and select "Insurance Managers." You will see

Continued on page 6

Whenever you see the red information icon—^①—at the end of an *Insight* article headline, that means you can pass along the article to your employees—just as it is written, without editing. This should save you time and help you identify information to share.

South Carolina
Budget and Control Board
Employee Insurance Program



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SHP Prescription Drug Program: Reminders when using the Home Delivery Pharmacy Service ⓘ

If you are a State Health Plan (SHP) subscriber and need medication on an ongoing basis, such as to treat asthma or diabetes, you can save money. Medco Health, administrator for the SHP Prescription Drug Program, offers the Home Delivery Pharmacy Service™. But, remember:

- The applicable Home Delivery copayment (\$23, \$56 or \$90) will be charged, even if your prescription is written for fewer than 90 days;
- The *pay-the-difference policy* (refer to the definition on page 3) applies to prescriptions filled by the Home Delivery service just as it does when filled by a retail pharmacy.

Need to locate a pharmacy that participates in Medco Health's pharmacy network? Log onto the Employee Insurance Program's Web site at www.eip.sc.gov, Choose Your Category and then select "Online Directories." Have a question? Call Medco Health at 800-711-3450.

Pharmacies continue to join pharmacy network ⓘ

The retail pharmacies listed below have recently joined Medco Health's pharmacy network for 2004. All retail chain pharmacies operating in South Carolina and most independent retail pharmacies have already joined.

If you're a State Health Plan subscriber, who received a letter from Medco Health announcing that your pharmacy did not join the new network for 2004 *and* your pharmacy is not on the list below, contact your pharmacy or visit the Employee Insurance Program's Web site to view the latest list or select another pharmacy. Go to www.eip.sc.gov, Choose Your Category and then select "Online Directories." Look for the *SHP/MUSC Options Pharmacy Locator* link.

COMMUNITY PHARMACY, INC.	TURBEVILLE, SC
FOWLER PHARMACY	BENNETTSVILLE, SC
GILDER & WEEKS, INC.	JOANNA, SC
LANGLEY DRUG CO.	LANGLEY, SC
MAYS CLINIC PHARMACY	FAIR PLAY, SC
MEDICINE SHOPPE	CLINTON, SC
MIDDLEBURG PHARMACY	COLUMBIA, SC
SANDHILLS PHARMACY, INC.	MCBEE, SC
THE MEDICINE CABINET	LAKE CITY, SC

Medco Health receives perfect score, full accreditation from JCAHO ⓘ

Medco Health Solutions, Inc., recently received a perfect score from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). JCAHO is a leading independent not-for-profit, standards-setting and accrediting body in healthcare. The recognition applies to all services offered by Medco Health to its clients and their health plan members through its entire network of home delivery pharmacies. Only five percent of home care organizations surveyed by JCAHO have received a score of 100.

The JCAHO survey included a comprehensive review of 143 standards across 11 areas of focus and was conducted at all 11 Medco Health pharmacy sites and supplemented by Medco Health's standards compliance documentation. In addition, JCAHO surveyors randomly selected and interviewed Medco Health home delivery customers on the quality of the care and service they receive.

Medco Home Delivery Pharmacy Service™ dispensed 82 million prescriptions in 2002.

Medcohealth.com, Medco Health's online pharmacy and part of the Home Delivery service, currently processes an average of 290,000 prescriptions per week.



Helpful information regarding the SHP preferred drug list[❗]

Medco Health's preferred drug list (or *formulary*), called Rx Selections™, went into effect for State Health Plan subscribers January 1, 2004. This list is available through the Employee Insurance Program's Web site at www.eip.sc.gov. From the home page, *Choose Your Category*, then select "Online Directories" and look for the Medco Health link. Medco Health's Web site includes the Rx Selections™ preferred drug list. All State Health Plan subscribers also received an abbreviated list, the *Rx Selections™ Member Guide*, in the mail prior to January 1.

Not all medications listed in the preferred drug list are covered by the State Health Plan. The plan may limit or exclude certain medications from coverage.

For pricing and coverage information for a specific medication, be sure to price a medication. By selecting the "price a medication" option (located on Medco Health's home page), you can find out whether a medication is covered and how much you will pay, including the "pay-the-difference" cost*, if applicable.

You will need to log in to obtain this information. If you are a first-time visitor to Medco Health's Web site, you will be prompted to register before you log in.

When you log in and price a medication, you can see both the retail and home delivery costs of that medication. These costs include the pay-the-difference* calculation, if a generic is available. *Be sure to read the coverage notes below the prices.* There you'll find important information regarding the coverage for that particular medication and information about any available generic equivalent.

If you have any questions about the Rx Selections™ preferred drug list or other prescription drug coverage questions, call Medco Health, toll-free, at 800-711-3450.

***Pay-the-difference:** *If your doctor prescribes, or you request, a brand-name medication (preferred or nonpreferred) and there is an equivalent generic medication available, you will be charged the generic copayment PLUS the difference in cost between the brand-name and the generic medication. If this amount is less than the preferred or nonpreferred brand copayment, you will pay the applicable brand copayment. This will apply even if your doctor prescribes the medication as "Dispense As Written" or "Do Not Substitute."*



New policies, procedures in effect for student and incapacitated child certification

New policy and procedure changes for student and incapacitated child certification went into effect January 1, 2004. These changes are outlined below.

The letters you will receive regarding dependent children, whose 19th or 25th birthdays fall on or after January 1, 2004, reflect these changes. The Student Certification Form and Incapacitated Child Certification Form have been revised and are available on the EIP Web site at www.eip.sc.gov. Note that there is a separate Student Certification Form for those enrolled in the TRICARE Supplement plan.

If you have any questions regarding the new policies and procedures, contact EIP at 803-734-0678 (toll-free at 888-260-9430) or via e-mail at CS@eip.sc.gov.

Student certification

- Coverage for dependent children ends at age 19, unless they are full-time students or are incapacitated.
- Students must be enrolled and attending full-time, as defined by the institution they attend, to be eligible.
- Full-time summer school students will lose eligibility if they do not maintain their full-time status for

Continued on page 5

List of eligible over-the-counter medicines and drugs^①



Over-the-counter (OTC) items, medicines and drugs are now reimbursable through your MoneyPlu\$ Spending Account! You can save valuable tax dollars on certain categories of OTC items, medicines and drugs. You may be reimbursed for OTCs through your MoneyPlu\$ Spending Account if:

- The item, medicine or drug was used for a specific medical condition for you, your spouse and/or your dependent(s);
- The submitted receipt clearly states the purchase date and name of the item, medicine or drug;
- The reimbursement request is for an expense allowed by your MoneyPlu\$ Spending Account and IRS regulations; and
- You submit your reimbursement request in a timely and complete manner, as described in your benefits enrollment information.

Note: Beginning January 1, 2004, if an additional OTC item, medicine or drug becomes eligible under any of the categories below and is added to this list, expenses for it will become reimbursable, retroactively, to the beginning of the same plan year in which the OTC item, medicine or drug became eligible. Be sure to maintain sufficient documentation to submit receipts for reimbursement. You may resubmit a copy of your receipt from your records if a rejected OTC expense becomes eligible for reimbursement later in the same plan year. The list of eligible OTC categories will be updated on a quarterly basis by FBMC. It is your responsibility to remain informed of updates to this listing, which can be found at www.fbmc-benefits.com. Newly eligible OTC items are not considered a valid change in status event that would allow you to change your annual MoneyPlu\$ Spending Account election or salary reduction amount.

Eligible Expense Categories

This list overrides previous OTC information you may have received.

ALLERGY

- Antihistamines
- Nasal sprays

ANTACIDS

- Heartburn medicines

COLD REMEDIES

- Cough drops
- Decongestants
- Nasal strips
- Nasal sprays
- Sinus medications
- Throat lozenges

PAIN RELIEF

- Bug bite medication
- Fever reducers
- First aid creams (diaper, fever blister, poison ivy)
- Menstrual cycle products for pain

and cramp relief

- Products for muscle or joint pain
- Special ointments or creams for sunburn
- Topical creams

OTHER MEDICAL REMEDY ITEMS

- Anti-diarrheals
- Anti-fungals
- Antibiotics
- Asthma medications
- Bandages, gauze pads, rubbing alcohol, liquid adhesives
- Carpel tunnel wrist supports
- Cold/hot packs for injuries
- Corn/callus removers
- Eye products (including reading glasses, contact lens cleaning solutions)
- First aid kits

- Hemorrhoid treatments
- Laxatives
- Motion sickness treatments
- Nicotine gum or patches for smoking cessation purposes
- Thermometers
- Wart removers

ITEMS REQUIRING SPECIAL DOCUMENTATION*

- Botanicals/herbals
- Feminine hygiene products
- Hormones
- Minerals
- Nasal sprays for snoring
- Sunscreens
- Vitamins
- Weight-loss drugs to treat a specific disease

Continued on page 5

Child certification

Continued from page 3

the following semester/quarter.

- Should a student sit out a semester/quarter, the student will lose eligibility.
- Student eligibility ends the earlier of: 1) when the student graduates from college or graduate school; or 2) turns age 25.
- A subscriber, whose child (age 19-24) returns to school full-time, must submit to the Employee Insurance Program (EIP) a Notice of Election (NOE) form, along with a verification letter from his institution, within 31 days of regaining eligibility. Eligibility begins the date classes start at the institution in which the student is enrolled. The child's coverage becomes effective the first of the following month.

Incapacitated child certification

- The child must be covered,

unmarried and incapable of self-sustaining employment at the time of incapacitation to be eligible and must remain so to continue to be eligible.

- The child must remain principally dependent on the covered employee, and the incapacitation must be permanent.
- Incapacitation must be established within 31 days of the child's 19th birthday or within 31 days of loss of student status. If the child was already determined to be permanently incapacitated by EIP prior to the child's 19th birthday, incapacitation does not need to be re-established. EIP does not send letters for those children who are permanently incapacitated.
- An Incapacitated Child Certification Form must be completed by both the subscriber and the attending physician and then sent to EIP for review.

Reviews

EIP conducts periodic reviews of covered dependents for continued eligibility. A letter is sent to the subscriber requesting verification documentation on a dependent child. The subscriber has 10 days to respond. If there is no response, EIP will send a final notice letter, giving the subscriber an additional five days to respond. At the end of the month the subscriber's dependent is either certified as eligible or terminated from coverage, depending on the findings of the review. When claims for a dependent reach \$2,500, the claims administrator, BlueCross BlueShield of South Carolina, stops paying claims and notifies EIP to conduct a review.

Note: EIP may seek repayment of any benefits paid for an ineligible dependent.

State Health Plan Physician Network termination^①

Beaufort Dermatology, P.C. (Drs. Brewer and Chiaviello) will terminate participation in the State Health Plan (SHP) Physician Network effective May 15, 2004.

Any SHP subscribers in the Beaufort area, who want to locate another participating provider, can access the provider directory online at www.eip.sc.gov. From the Employee Insurance Program's home page, *Choose Your Category*, then select "Online Directories." You will see the SHP doctor/hospital finder link. The provider information is updated regularly.

Those who choose to remain with Beaufort Dermatology beyond the termination date should note that a 20 percent out-of-network differential will apply. This means 20 percent more in coinsurance and the possibility of being balance-billed. Refer to your *Insurance Benefits Guide* for more information regarding SHP coverage.

OTC medicines

Continued from page 4

INELIGIBLE OTC EXPENSES

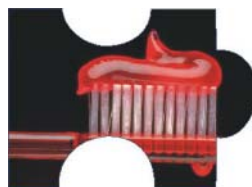
- Cosmetics
- Toiletries
- OTC items primarily for general health and well-being

**Contact FBMC Customer Service by e-mail at webcustomerservice@fbmc-benefits.com, or by calling 800-342-8017 for more information or to obtain a sample Letter of Medical Need, Personal Use Statement or Third-Party Appraisal Statement.*

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Dental reminders

Continued from page 1



the South Carolina Blues-My Insurance Manager link.
Subscribers may also call BCBSSC at 888-214-6230 regarding 2003 dental claims.

Dental cards

State Dental Plan—New State Dental Plan cards were sent to all benefits administrators. To request additional cards, you should contact Judy Looney with BCBSSC at 800-868-2500, ext. 43462, or via e-mail at judy.looney@bcbssc.com.

Dental Plus—BCBSSC mailed new Dental Plus cards directly to all subscribers. Subscribers who have lost their card, or did not receive one, should contact BCBSSC Customer Service and request another card be sent to them. That number is 888-214-6230.

Claim forms

The claim form for filing dental claims with BCBSSC is available on the Employee Insurance Program's Web site at www.eip.sc.gov. Choose Your Category and then select "Forms." Benefits administrators may order a supply of these forms by contacting Judy Looney with BCBSSC. Her contact information is listed above.

Insight

is produced monthly by
the South Carolina
Budget and Control Board
Employee Insurance Program

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